

Memorandum

*Flex your power!
Be energy efficient!*

To: ANN BARSOTTI
Deputy Director
Information Technology

Date: June 29, 2010

File: P4000-374

CLARK PAULSEN
Chief
Division of Accounting

ORIGINAL SIGNED BY:

From: GERALD A. LONG
Deputy Director
Audits and Investigations

Subject: Final Review Report on Cellular Phones

Attached is Audits and Investigations' final review report of cellular phones. Your responses have been included as part of our final report. This report is intended for your information and Department management. As a matter of public record, the report will be included on the Reporting Transparency in Government Web site.

Please provide our office with status reports on the implementation of the audit finding dispositions 60, 180, and 360 days subsequent to the report date. If all findings have not been corrected within 360 days, please continue to provide status reports every 180 days until the findings are fully resolved.

We thank you and your staff for the assistance provided during this review. If you have any questions or need additional information, please call Laurine Bohamera, Chief, Internal Audits, at (916) 323-7107, or me at (916) 323-7122.

Attachments

c: Cindy McKim, Director
Malcolm Dougherty, Chief Deputy Director (Interim)
Norma Ortega, Chief Financial Officer
Greg Gollaher, Chief, Customer Service Liaison, Division of Information Technology
Carrie Yeager, Budget/Telecommunication Manager, Division of Information Technology
Laurine Bohamera, Chief, Internal Audits, Audits and Investigations
Grace M. Kong, Office of External Accounts Payable, Division of Accounting
Tida Ehsan, Utility, Right-of-Way, and Fiscal Analysis Branch, Division of Accounting
Nicole Felcher, Audit Coordinator, Division of Accounting

P4000-374
Cellular Phones
June 2010

Gerald A. Long
Deputy Director
Audits and Investigations
California Department of Transportation

REPORT CONTENTS

AUDIT REPORT	<u>Page</u>
Summary	1
Background	1
Objectives, Scope, and Methodology	2
Conclusion	2
Views of Responsible Officials	3

FINDINGS AND RECOMMENDATIONS

1. Certain Departmental Cellular Telecommunication Roles and Responsibilities are Not Defined	4
2. Unnecessary Spending of State Funds	6
3. Non-Compliance with California's Strategic Sourcing Initiative	8

ATTACHMENTS

1. Division of Information Technology's Response
2. Division of Accounting's Response

Summary

Audits and Investigations has completed a review of the Department of Transportation's (Caltrans) cellular phones. The purpose of the review was to determine whether Caltrans' cellular phone users are using the most job-appropriate and cost-effective cellular phone plans.

The review focused on an analysis of cellular phone service fees paid and an evaluation of fiscal year (FY) 08-09 cellular phone service plans.

The review disclosed the following findings:

- Certain Departmental Cellular Telecommunication Roles and Responsibilities are Not Defined
- Unnecessary Spending of State Funds
- Non-Compliance with the California's Strategic Sourcing Initiative

During the course of our audit, we discussed the issues we were finding with representatives from the Division of Information Technology (IT) who started taking corrective action immediately.

Background

Cellular phone service and equipment are designed to provide cellular voice, voice with walkie-talkie, and data services for designated departmental staff. IT is responsible for administering the usage and purchase of telecommunication equipment, which includes cellular phones, and cellular phone accessories. The Office of Technology Services, Statewide Telecommunications and Networking Division (STND), developed a State Telecommunications Management Manual for all State agencies to follow.

Caltrans has a designated Chief Agency Telecommunications Representative (CATR). The CATR assists the STND in managing telecommunications and network services and in providing a single point of contact on telecommunications-related matters.

Within each district and division, there is one or more Agency Telecommunications Representatives (ATRs) who are responsible for the following:

- Performing day-to-day telecommunication activities for the district and/or division.
- Monitoring telecommunication systems and services for appropriate and cost-effective use.
- Maintaining systems security, including identifying and reporting fraud and abuse of cellular phones.

**Background
(Continued)**

- Arranging staff training on telecommunication products and services in accordance with district policies and procedures.
- Maintaining an accurate inventory of cellular phones.

The Department of General Services established a mandatory California Strategic Sourcing Initiative (CSSI) contract for cellular voice, data, and/or walkie-talkie services. These contracts are with Verizon Wireless and Sprint/Nextel. When these vendors cannot provide the service Caltrans needs, the ATRs are required to submit a written request, along with supporting documents, to IT, requesting approval to purchase the service from another vendor.

Information contained in the Transportation Reporting and Accounting Management System, as of June 9, 2009, reveals that Caltrans incurred \$7.7 million in cellular service expenditures for FY 08/09.

**Objectives,
Scope, and
Methodology**

The scope of this review was limited to an evaluation of FY 08/09 cellular phone service plans and expenditures. We focused our review on expenditures with Verizon Wireless since it represents \$3.6 million, or 46 percent, of total cellular service expenditures during FY 08/09.

The purpose of our review was to determine whether cellular phone users are using the most job-appropriate and cost-effective cellular phone plans. The review focused on cellular phone account charges and usage activity with Verizon Wireless since it is the largest supplier of Caltrans' cellular account services. The review included tests we considered necessary to achieve the above objectives.

Conclusion

Our review disclosed that there are limited controls in place to properly manage the cost and usage of cellular phones and other cellular devices. The review revealed that the most job-appropriate and cost-effective cellular phone plans may not always be used as noted below:

- Certain Departmental Cellular Telecommunication Roles and Responsibilities are Not Defined
- Unnecessary Spending of State Funds
- Non-Compliance with California's Strategic Sourcing Initiative

**Views of Responsible
Officials**

We requested and received responses to our findings from the Deputy Director of IT, and the Chief of the Division of Accounting. These officials have acknowledged the findings and recommendations and, in some cases, taken corrective action. Please see the Attachments for complete responses.

ORIGINAL SIGNED BY:

GERALD A. LONG
Deputy Director
Audits and Investigations

November 5, 2009
(Last Day of Audit Field Work)

FINDINGS AND RECOMMENDATIONS

**Finding 1 -
Certain
Departmental
Cellular
Telecommunication
Roles and
Responsibilities are
Not Defined**

The Division of Information Technology (IT) developed Agency Telecommunications Representatives (ATRs) guidelines. In addition, some Deputy Directives as well as the Department of Transportation's (Caltrans) Acquisition Manual address some aspects of cellular telecommunications. However, we found that the following roles and responsibilities are not defined:

- Purchasing of Telecommunication Products and Services.
- Monitoring Service Plans.
- Reviewing Bills and Resolving Billing Issues.
- Responsibility for Inventory Control.

Lack of adequate cellular telecommunication policies and procedures pose the following risks for Caltrans:

1. **Controls for Purchasing Telecommunication Products and Services and the Monitoring of Service Plans** – Caltrans lacked controls to assure that cellular telecommunication equipment purchases and service agreements were in the best interest of the State and that monthly service fees were reviewed to ensure that the most job-appropriate and cost-effective cellular plans were being used as noted in Finding No. 2.
2. **Control for Reviewing and Resolving Billing Issues** – The Division of Accounting (DofA), Office of External Accounts Payable, Utility Service Payments Section (USPS), produces an error report with a listing of potential billing errors. The error reports are sent to the ATRs, but there were no requirements or instructions for the ATRs to follow to resolve the issues. As a result, billing issues were not always being resolved. We found approximately \$46,800 in unpaid invoices that were over 90 days past due related to unresolved billing issues.
3. **Responsibility for Inventory Control** - The responsibility for inventory control is not defined. As a result, we found that neither IT nor the DofA could accurately report the number of cellular numbers, cellular hardware, or the total cost of cellular services. We found that the USPS maintains a database of cellular phone numbers. However, this database was unreliable as there were many cellular phones listed twice, and some listed as many as four times. In addition, we found some non-cellular utility service accounts included in the USPS cellular database.

**Finding 1
(Continued)**

The State Telecommunication Management Manual, Chapter 300.0, states that the Chief Agency Telecommunications Representative (CATR) is to develop its agency telecommunication policies and procedures in compliance with State law and policy. In addition, a memorandum dated November 25, 1998, issued by the DofA and HQ-IT, states that HQ-IT and DofA staff will draft statewide cellular phone policies and procedures, criteria for cellular phone usage, and cellular phone usage reports.

The State Administrative Manual 4903.2 requires that, by January 31 of each year, each agency is to summarize its actual and projected IT costs for the past year, current year, and budget year. Further, agency telecommunications costs are to be summarized separately from all other information technology costs.

IT has not developed department-wide telecommunications policies and procedures. Furthermore, the ATRs at the districts and/or divisions were not always submitting Forms 20C to USPS to establish newly activated cellular phone services and to terminate deactivated cellular phone services in the Public Utility Billing System database.

The lack of policies and procedures leaves the ATRs in the districts and divisions without guidance on what their roles are in relation to cellular phones.

Recommendation

We recommend that IT and DofA develop department-wide cellular telecommunication policies and procedures and ensure the following are clearly defined:

- Responsibilities for purchasing, inventory, and usage.
- Procedures for resolving billing issues timely.
- Procedures for keeping an accurate inventory of cellular numbers and hardware.

IT Response

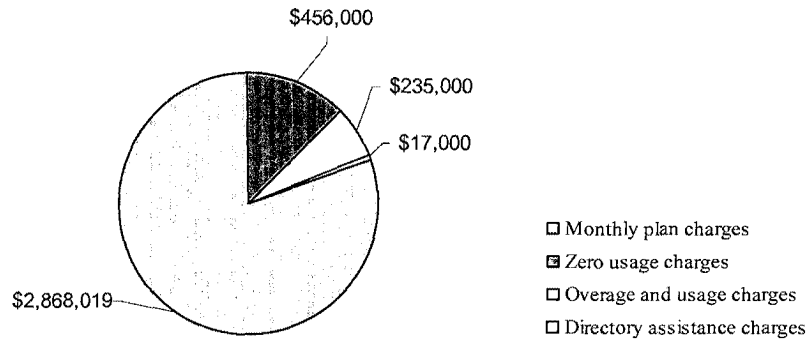
IT has created a Caltrans Wireless Telecommunications Task Force to identify current wireless service procedures and subsequent gaps in the existing program. IT will create a Caltrans Cellular Telecommunication Policy and Procedure Manual which will include instructions for resolving billing issues as well as procedures for inventory control. For the complete response please see Attachment 1.

DofA Response

DofA stated that it will coordinate with IT in defining policies and procedures for resolving billing issues. For DofA's complete response, please see Attachment 2.

**Finding 2 -
Unnecessary
Spending of State
Funds**

In fiscal year (FY) 08/09, Caltrans spent \$708,000 on cellular phone services that may have been unnecessary. This amount represents payments made to Verizon Wireless (Verizon) for cellular phones that were not used monthly; \$456,000 in zero usage, \$235,000 in overage and usage charges, and \$17,000 in cellular calls to 411 for directory assistance as noted below:



The unnecessary spending occurred even though Verizon's account liaison sends out periodic emails to all ATRs alerting them of the accounts with zero usage for the past three months, excessive overage and usage charges, and calls to 411 for directory assistance. Furthermore, the Verizon liaison sent an email to all ATRs in November 2009, informing them of approximately \$11,000 in potential monthly savings by updating service plan selections.

We found the following specific examples under each category:

1. **Zero Usage** – Zero usage occurs when the operator of a cellular phone does not incur any minutes, data, or roaming charges for a given month, but Caltrans still incurs the monthly charges for the service plan. In FY 08/09, Caltrans paid \$456,000, consisting of 3,436 Verizon cellular phone accounts that had at least one month of service charges with zero usage. The majority of these Verizon cellular accounts had multiple months with zero usage. In the 916 area code alone, there were 793 Verizon cellular phone accounts with zero usage, and 64 percent (506) of these had multiple months with zero usage. We found an example of zero usage for an employee who went on extended leave as of October 27, 2008, yet Caltrans continued to pay \$61 a month for this employee's calling plan. As of October 1, 2009, Caltrans had spent \$671 for this employee's calling plan, even though the employee was still on an extended leave.

**Finding 2
(Continued)**

2. **Overage and Usage Charges** - Overage and usage charges occur when a user uses cellular features that are not included or exceeds the number of minutes allowed in the monthly service plan. Verizon monthly cellular phone overage and usage charges ranged from as little as \$0.01 to a high of \$8,362 over the monthly service plans. We found that, in FY 08/09, Caltrans paid over \$235,000 for Verizon cellular phone account overage and usage charges that exceeded the monthly service plan charges.
3. **Directory Assistance (411) Charges** – Free directory assistance is available by calling an 800 number. When users call 411 for directory assistance instead of the 800 number, users are charged \$1.25 per call. In FY 08/09, Caltrans paid over \$17,000 for 13,600 calls made to 411 for directory assistance even though Verizon had alerted the ATRs of the free service available. We found an instance where one user alone made 412 calls to 411 for directory assistance instead of using the free service.

The cellular contract from the Department of General Services (DGS) states that one of its goals is to ensure that each user is using the most appropriate plan. This includes identifying users who are consistently under using a plan and moving to a plan with fewer minutes.

According to Director's Policy 25, best practices are proven ways of conducting business efficiently, consistently, and effectively. In addition, Caltrans shares and implements best practices throughout the department, as appropriate, so that maximum benefits are realized.

The memorandum released by the Interim Chief Deputy Director on September 17, 2009, regarding *IT Acquisitions – Cell Phone and Handheld Wireless Devices*, states that “programs should establish an annual review process . . . to determine if existing cellular phone assignments should be continued, changed, or discontinued. This process should also consider the appropriateness and fiscal impact of the calling plan used.”

It appears that ATRs are not reviewing service plans to determine if the most job-appropriate and cost-effective plan is in place for the users in their district/division. In addition, it appears that Caltrans' users are not aware of the free directory assistance service Verizon offers.

Recommendation

We recommend that IT provide training to the ATRs to make sure they are aware of their responsibilities, specifically to:

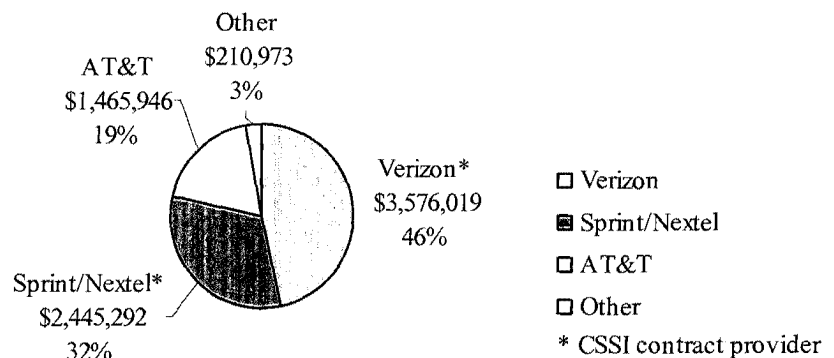
- Review cellular phone bills to determine if the user's needs have changed to warrant a change in service plans or deactivate cellular phone accounts.
- Review and update, if needed, the current process for choosing the cellular service plans that will meet the user's needs and is in the best interest of the State.
- Encourage cellular phone users to use the free service for directory assistance instead of calling 411.

HQ-IT Response

The Caltrans cellular telecommunications policy and procedures manual will include a chapter on ATRs roles and responsibilities with instructions on reviewing cellular phone plans and charges. In addition, the Chief ATR has already sent a memo to all ATRs regarding the free sites available. For IT's complete response, please see Attachment 1.

**Finding 3 -
Non-Compliance
with California's
Strategic Sourcing
Initiative**

Caltrans does not always comply with the California Strategic Sourcing Initiative (CSSI) that DGS established for the State. In FY 08/09, Caltrans paid approximately \$1.7 million (\$1,465,946 to AT&T and \$210,973 to other providers) to cellular providers other than the providers in the CSSI cellular contract, as noted below.



**Finding 3
(Continued)**

DGS entered into the CSSI contract with two cellular providers: Verizon Wireless and Sprint/Nextel Corporation. The CSSI Statewide contracts were established through competition to determine the contractors to provide statewide telecommunication services for the best value to the State. The State maximizes its purchasing power through these CSSI contracts and allows suppliers to offer better pricing.

DGS issued Management Memo 05-11, in July 2005, mandating the use of strategically sourced contracts and describing the requirements. DGS established March 2006 as the deadline for transition to the CSSI contract with cellular providers. However, as noted on the chart above, three years have passed and Caltrans has not fully transitioned to CSSI providers.

During the course of our review, we found that some ATRs were under the impression that the individual subscribers are responsible for converting their cellular phone service plans to the CSSI contract vendor. Other ATRs were confused as to whose responsibility it is to convert to the CSSI contract vendor.

Recommendation

We recommend that IT notify all ATRs of the requirement to convert to a CSI contract vendor. In situations where a CSSI vendor is not available, the ATR should submit a written request to IT, requesting approval to purchase the service plan from another vendor.

HQ-IT Response

IT will provide each ATR with a copy of DGS' Management Memo. In addition, ATRs will be required to become familiar with the current CSSI vendors and the processes to convert phones that have continued under an expired service agreement. For IT's complete response, please see Attachment 1.

Audit Team

Laurine Bohamera, Chief, Internal Audits
Juanita Baier, Audit Supervisor
Randy Braun, Auditor
Dawn Beyer, Auditor

ATTACHMENT 1

DIVISION OF INFORMATION TECHNOLOGY'S RESPONSE TO THE DRAFT REPORT

Memorandum

*Flex your power!
Be energy efficient!*

To: GERALD A. LONG
Deputy Director
Audits and Investigations
ORIGINAL SIGNED BY:

Date: June 10, 2010

From: ANN BARSOTTI
Deputy Director
Information Technology

Subject: Response to Audit Report P4000-374: Cellular Phones

Attached is Information Technology's work plan in response to the Audits and Investigations Draft Report of Cellular Phones, P4000-374, dated May 20, 2010.

The Cellular Phone audit is very timely. Upon accepting his appointment as Caltrans' Chief, Agency Telecommunication Representative last fall, Mr. Gregory Gollaher agreed to improve cell phone processes and procedures. As you have pointed out in the Audit findings, Mr. Gollaher's team has already made progress towards that goal. Starting with Information Technology, we have already accounted for nearly \$100,000 in savings by updating cell phone plans and eliminating zero usage accounts.

As required, Information Technology will again report on the progress of the work plan at 60, 180, and 360-day time periods from when the final report is issued. I have confidence that all tasks and action items contained within the work plan will be completed within these time frames.

If you have any questions on the work plan contents or need additional information, please contact Gregory Gollaher, IT Ombudsman, and Chief Agency Telecommunication Representative (CATR), at (916) 657-0550, or by e-mail at gregory_gollaher@dot.ca.gov, for assistance.

Attachment

DRAFT Cellular Phone Work Plan

Audit Report Finding #1: Certain Departmental Cellular Telecommunication Roles and Responsibilities are Not Defined	Proposed Corrective Action / Steps	Time Estimated for Corrective Action	Staff Responsible for Completion
<p>(1) Caltrans lacks controls for purchasing telecommunication products and services and the monitoring of service plans.</p>	<p>A Caltrans wireless telecommunications task force has been created to identify current wireless services procedures and subsequent gaps in the existing program. The anticipated outcome includes:</p> <ol style="list-style-type: none"> 1. Creation of a Caltrans cellular telecommunication policy and procedure manual based on the Office of Technology Services Statewide Telecommunications and Network Division State Telecommunications Management Manual (STMM). 2. The Caltrans manual will include the responsibilities of the Chief Agency Telecommunications Representative (CATR) and departmental Agency Telecommunications Representatives (ATRs), as defined in STMM. <p>Upon completion and approval of the Caltrans cellular telecommunication policy and procedure manual, the manual, related documents and forms will be available via an updated IT Telecommunications Unit web page available on the Caltrans Intranet.</p>	<p>3-months.</p> <p>The Caltrans cellular telecommunications policy and procedure manual is expected to be completed by September 1, 2010</p>	<p>Caltrans Chief Agency Telecommunications Representative (CATR)</p> <p>Input from the wireless telecommunications task force members</p>

DRAFT Cellular Phone Work Plan

(2) There are no requirements or instructions for Agency Telecommunications Representatives to follow to resolve billing issues.	As noted above, the Caltrans cellular telecommunication policy and procedure manual will contain information specific to ATRs including instructions for resolving billing issues.	See above	See above
(3) The responsibility for inventory control [of cellular phones] is not defined.	<p>Each Program or District ATR is responsible for the cellular phone coordination within their respective locations. The IT Telecommunications Unit will:</p> <ol style="list-style-type: none"> 1. Create an updated listing of each Program/District ATR with contact information and back- up contact information. 2. Each Program/District ATR will be responsible for providing a detailed inventory, due by a specific date (TBD), based on a template created by the IT Telecommunications Unit. 3. Each Program/District ATR will be responsible for quarterly updates to their inventory management process and for notifying the IT Telecommunications Unit of changes or modifications to their inventory. 4. The IT Telecommunications Unit will maintain a comprehensive statewide listing of all cellular devices by employee (user) name; cellular phone number; device make, model and serial number; servicing vendor; program or district name, unit name and number and user location. 	<p>2-months.</p> <p>The inventory will be assembled by August 1, 2010. Additionally, the process and procedures for the collection and maintenance of the cellular phone inventory will be included in the Caltrans cellular telecommunications policy and procedure manual as noted above</p>	<p>Caltrans CATR</p> <p>Information Technology Telecommunications Unit</p> <p>Input from all Program and Division ATRs</p>

DRAFT Cellular Phone Work Plan

Audit Report Finding #2: Unnecessary Spending of State Funds	Proposed Corrective Action / Steps	Time Estimated for Corrective Action	Staff Responsible for Completion
(1) Zero Usage: zero usage occurs when the operator of a cellular phone does not incur any minutes, data or roaming charges for a given month, but Caltrans still incurs the monthly charges for the service plan.	ATR's responsible / A chapter on roles and responsibilities of ATRs will be included in the Caltrans cellular telecommunications policy and procedure manual and will specify the need for ATRs to regularly review cellular user plans and charges for cellular telecommunications of their respective areas of responsibility.	3-months. The Caltrans cellular telecommunication policy and procedure manual is expected to be completed by September 1, 2010	Caltrans Chief Agency Telecommunications Representative (CATR)
(2) Overage and Usage Charges: overage and usage charges occur when a user uses cellular features that are not included or exceeds the number of minutes allowed in the monthly service plan.	ATR's responsible / see above	See above.	See above.
(3) Directory Assistance (411) Charges: In FY 2008/09, Caltrans paid over \$17,000 for 13,600 calls made to 411 for directory assistance when there are options available free of charges.	1. Greg's memo to all ATRs regarding the free sites available (attached). 2. Follow up with e-mail from CATR to all Caltrans employees reminding them of the free 411 sites. 3. Include current 411 alternative information and processes on an updated IT Telecommunications Unit web page available on the Caltrans Intranet.	See above.	See above.

DRAFT Cellular Phone Work Plan

Audit Report Finding #3: Non-Compliance with California's Strategic Sourcing Initiative			
(1) We recommend that IT notify all ATRs of the requirement to convert to a CSSI contract vendor.	<p>As an initial first step, the IT Telecommunications Unit will provide each Caltrans ATR with a copy of the Department of General Services Management Memo MM 06-10: Management of Personal Communications Devices (PCDs) and the DGS frequently asked questions on cellular telephone contracts. ATRs will be required to submit a detailed accounting of the service plans in use by each cellular telephone user in their area of responsibility. This will ensure that all ATRs are familiar with the current CSSI vendors and the processes to convert phones that have continued under an expired service agreement. Additionally, the IT Telecommunications Unit will:</p> <ol style="list-style-type: none"> 1. Contact the Service Payables Branch in the Utility Service Payment Section, which pays the monthly service invoices for cellular telephones and blackberry devices. 2. Request a statewide expenditure report to obtain a detailed breakdown of what has been charged to each Program and unit. 	<p>6-months.</p> <p>The conversion or exemption of all Caltrans cellular phone service accounts that are not with a DGS CSSI-approved vendor will be completed by November 1, 2010</p>	<p>Caltrans CATR</p> <p>Information Technology Telecommunications Unit</p> <p>Program and District ATRs</p>

DRAFT Cellular Phone Work Plan

	<ol style="list-style-type: none"> 3. This listing will be cross referenced with the inventory, as noted above in Audit Finding #1 (3), to identify any charges that are not in-line with the inventory. 4. All users with cellular service charges that are current, but not with a Department of General Services CSSI- approved vendor, will be contacted by the IT Telecommunications Unit. 5. Users will be instructed on the process to convert their cellular phone service to an approved vendor with the assistance of their local ATR or must provide an approved exemption form with the justification for maintaining service with a non-CSSI vendor (i.e., no-service area, etc.) 6. Exemption forms will be maintained by ATRs with copies provided to the IT Telecommunications Unit files. 		
(2) In situations where a CSSI vendor is not available, the ATR should submit a written request to IT, requesting approval to purchase the service plan from another vendor.	<p>See above.</p> <p>STMM 0501.0 contains policy, procedure and templates for the cellular telecommunication exemption process.</p>	See above.	See above.

Free Navigation Applications and Directory Assistance Alternatives

Gregory Gollaher/HQ/Caltrans/CAGov
02/08/2010 04:33 PM

Caltrans Agency Telephone Representatives (ATRs),

In response to customer inquiries, the Telecommunications Support team has identified opportunities to decrease costs associated with cell phone based navigation applications and directory assistance calls.

Cell phone/Blackberry based navigation is quickly becoming a valuable tool for our customers. An increasing number of customers have been utilizing the VZ Navigator feature offered as part of the Verizon service plan (for an additional \$10.00/month). While recognizing ATRs are ultimately responsible for meeting the needs of their customers, the Telecommunications Support Team has identified a number of free navigation software applications that may meet your customers' business needs without negatively impacting your resources. The attached chart lists several free wireless navigation and mapping programs currently available.

Another opportunity to decrease telecommunications costs is the use of free directory assistance services. Utilizing the 411 Directory Assistance feature can cost up to \$1.79 per call. There are a number of free directory assistance alternatives available; including, 1-800-GOOG-411, 1-800-FREE411 and 1-800-411-METRO. (Note: These free alternatives require the customer to listen to a 15-30 second advertisement.)

Please share this information with your cell phone/Blackberry customers.

As always, I welcome your feedback and ideas to improve Caltrans' telecommunications support services. You may reach me at: gregory.gollaher@dot.ca.gov or (916)657-0550.

Greg Gollaher, Chief
IT Customer Service Liaison Office, IT Ombudsman
IT Budget Manager
Chief, Agency Telephone Representative (ATR)
(916) 657-0550

Free Navigation Applications and Directory Assistance Alternatives

Navigation and Map Programs

Compare & Contrast Features

		VZ Navigator	Blackberry Maps	Google Maps	amAze
Navigation	GPS Navigation	X	-	-	X
	Map Driving Directions	X	X	X	X
	Require GPS	-	-	-	X ¹
	Audible Navigation	X	-	-	X ²
	Follow Me GPS	X	-	-	-
	Turn-by-Turn (Automatic)	X	-	-	X
	Turn-by-Turn (Manual)	-	X	X	-
Maps	Where Am I?	X	X	X	-
	2-D Map View	X	X	X	X
	3-D Map View	X	-	X	X
	Satellite Map View	-	-	X	X
	Show Traffic on Map	X	-	X	-
Search	Business Name	X	X	X	X
	Physical Address	X	X	X	X
	Airport	X	X	X	X
	Intersection	X	-	-	-
	Movies	X	-	-	-
	Movie Theaters	X	-	-	-
	Events	X	-	-	-
Additional Features	Weather Report	X	-	-	X
	Compass	-	-	-	-
	Multiple Languages	X	-	X	X
	Global GPS Capable	X	-	-	X
	Global Maps	X	X	X	X
Cost	Cost Per Day	2.99	Free	Free	Free
	Cost Per Month	9.99	Free	Free	Free
	Cost Per Month Global	19.99	Free	Free	Free

X¹ For Navigator Program to work properly, it requires GPS device to be connected via Bluetooth.

X² Voice guided navigation requires an annual fee of \$33.99.

Navigation and Map: Pros & Cons

Pros: VZ Navigation Great overall Features User Friendly Reliability and Dependability Safety	Cons: VZ Navigation Cost
Blackberry Maps Free Already on device	Blackberry Maps Lack of features Not GPS Navigation
Google Maps Free Great Maps features	Google Maps Lacks some features Not GPS Navigation
amAze Navigator Free Great overall Features Safety	amAze Navigator Need GPS device to work Voice guided navigation has a cost

ATTACHMENT 2

DIVISION OF ACCOUNTING'S RESPONSE TO THE DRAFT REPORT

Memorandum

*Flex your power!
Be energy efficient!*

To: GERALD A. LONG
Deputy Director
Division of Audits and Investigation

Date: June 15, 2010

File: P4000-374

ORIGINAL SIGNED BY:

From: CLARK PAULSEN
Chief
Division of Accounting

Subject: Cellular Phone Audit – P4000-374

The Division of Accounting (Accounting) received the Draft Audit Report, Cellular Phones – P4000-374, dated May 20, 2010. As discussed in the exit conference held June 3, 2010, the following is our response to the findings:

Finding 1 - Certain Departmental Cellular Telecommunication Roles and Responsibilities are Not Defined

We do not agree with the statement under item #2, which states that there were no requirements or instructions for the Agency Telecommunications Representatives to follow to resolve billing issues. As part of our payment process, each Accounting utility payment staff sends an e-mail regarding billing errors to the district and division coordinators. The Accounting utility payment staff request that the district and division coordinators either contact the vendor regarding closed accounts, submit forms to add accounts to the system, or approve the invoice amounts of bills for more than the normal amount paid.

We concur with the recommendation. Accounting will coordinate with Information Technology in defining policies and procedures for resolving billing issues.

c: NOrtega, Chief Financial Officer
GKong, Chief – Office of External Accounts Payable, Division of Accounting
TEhsan, Chief – Utility, Right of Way and Fiscal Analysis Branch, Division of Accounting
NFelcher, Audit Coordinator - Division of Accounting
RTakao, Audit Coordinator - Division of Audits & Investigation